

LAW OFFICES OF  
**McGINN & GIBB, PLLC**  
A PROFESSIONAL LIMITED LIABILITY COMPANY  
PATENTS, TRADEMARKS, COPYRIGHTS, AND INTELLECTUAL PROPERTY LAW  
8321 OLD COURTHOUSE ROAD, SUITE 200  
VIENNA, VIRGINIA 22182-3817  
TELEPHONE: (703) 761-4100  
FACSIMILE/DATA: (703) 761-2375; 761-2376  
E-MAIL: MCGINNGIBB @ AOL.COM

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SEAN M. MCGINN  
PHILLIP E. MILLER†  
FREDERICK E. COOPERRIDER†  
FREDRIC J. ZIMMERMAN†  
JAMES E. HOWARD†  
JAMES N. DRESSER  
JOHN J. DRESCH  
SCOTT M. TULINO  
JOHN P. SHANNON  
†MEMBER OF BAR OTHER THAN VA

ANNAPOLIS, MD OFFICE  
FREDERICK W. GIBB, III  
MOHAMMAD S. RAHMAN†

September 30, 2004

**VIA FACSIMILE**

(Total No. of Pages Transmitted: 23)

To: Examiner Joshua A. Lohn  
Group Art Unit: 2114  
U.S.P.T.O.

Facsimile No.: 703-872-9306

From: John J. Dresch, Esq.

Facsimile No.: (703) 761-2375 or 76

Re: Enclosed Amendment  
U.S. Patent Application No.: 09/929,143  
Attorney Docket No.: YOR920010067US1  
Our Reference: YOR.271

Dear Examiner Lohn:

Enclosed for filing is an Amendment under 37 C.F.R. § 1.111 in response to the Office Action mailed on June 30, 2004, in the above-referenced application.

Thank you in advance for your kind consideration on this case.

Very truly yours,

  
John J. Dresch, Esq.  
Registration No. 46,672

JJD/SMM  
Enclosure

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YOR.271

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Richard HARPER, et al.

Serial No.: 09/929,143

Group Art Unit: 2114

Filing Date: August 15, 2001

Examiner: Joshua A. Lohn

For: METHOD AND SYSTEM FOR PROACTIVELY REDUCING THE OUTAGE TIME  
OF A COMPUTER SYSTEM

Honorable Commissioner for Patents  
Alexandria, VA 22313-1450

**AMENDMENT UNDER 37 C.F.R. § 1.111**

Sir:

In response to the Office Action dated June 30, 2004, please amend the above-identified application as follows:

**INTRODUCTORY COMMENTS**

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 11 of this paper.